

From: Marcus White
To: Microsoft ATR
Date: 1/24/02 3:06pm
Subject: Microsoft Settlement

To Whom It May Concern,

As PC users, my wife and I were extremely disappointed to learn that AOL Time Warner has, once again, filed suit against Microsoft, claiming that Microsoft "harmed" AOL's Netscape Navigator.

I have been using the Internet since the days of the Mosaic browser, before either Netscape or IE were in use in large numbers. I well remember downloading free versions of Netscape and IE to test them side by side to see which one was the better browser - and Netscape was the better browser, at first. Very soon, however, it became apparent to me that Microsoft was building the better browser, and today I use Internet Explorer (and MSN Explorer, through the Microsoft Network) not because Internet Explorer is the default browser that comes with the Windows Millenium Edition operating system that we use on both of our PC's, but because the Internet Explorer is simply the best browser for the Internet. If I wanted to use Navigator I would do so.

And this brings me to the whole point about Microsoft, as I see it: Innovation. Certainly there is a profit motive with Microsoft, as there is with any other business in any field. Microsoft has continued to improve their products with each new version of each of their products until today I find very few non-Microsoft products on our computers here at our home. The reason is very simple: Microsoft has the best products available for the things for which we use a computer.

Up until a few weeks ago I was using both Quicken and MS Money to keep track of our family finances. Silly? Of course. But I liked the way each of them worked and provided different ways of looking at the same data. But after upgrading to MS Money 2002 I soon realized that Quicken was now redundant, so I stopped using Quicken and removed the program from my hard drive. Microsoft makes superior products, in my humble opinion.

Before closing, I would like to ask what America Online has done for their customers lately? The AOL with which I am familiar, and to which I subscribed until recently (when I decided that I could get the same information on MSN with much less hassle, and certainly on a much more stable and user-friendly system), has, with only a few changes, remained the same since AOL 4.0. Several years ago Microsoft developed their version of the instant messaging system, which was initially supposed to allow users of their service to communicate with AOL's AIM, but AOL saw it as a threat to their security (and dominance in that field) and blocked non-AIM users from communicating with their service. Yet they have the nerve to sue Microsoft over the browser issue?! Come on, guys! Get real! Netscape lost out to IE; AOL bought Netscape knowing that the browser war was over and IE had won, and now they're trying to make financial hay over it! Seems like a suit "without merit" to me, eh?

Thanks,

Marcus & Carole White

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